

## Vauxhall SPD Questionnaire and Outreach report

### 1. Introduction

A summary booklet and questionnaire was the main method of collecting information on the views of local residents, businesses and stakeholders. The aim was for a response that reflected the local demographic and evidenced consultation with some of the traditionally 'harder to reach' demographics.

### 2. Methodology

#### **Content**

The summary booklet and questionnaire was designed to provide an overview of the ideas put forward in the draft SPD, as well as showing how we got there. Content needed to explain in plain language some complex issues so that as many people as possible could understand what was being proposed and could see the relevance for them.

The questionnaire included an attitudinal survey that centred around 10 statements that expressed the key ideas put forward in the draft SPD. These were to draw people's attention to the main points and hopefully provide food for thought. People were then encouraged to add further comments into the free field section. The questionnaire could be completed online or returned to the council by freepost.

Representatives from Stockwell Partnership and KOV Forum were invited to provide comments on the content, to help ensure that the information was accessible.

#### **Distribution**

The summary booklet and questionnaire was distributed to all addresses in the two wards included in the SPD area (Prince's and Oval) as well as Bishop's, Larkhall and Stockwell wards. This was a total of 30,438 addresses.

In addition copies of the booklet were made available, along with copies of the draft SPD and supporting materials, at Durning Library, Tate South Lambeth Library and ground floor reception of the council's offices at Phoenix House. Posters and a posting box were also provided to draw people's attention to the consultation and to make it as easy as possible to respond.

Copies of the summary booklet were also taken to each engagement event and about 2,000 copies were handed out via the roadshows. The main focus of the roadshows was to encourage people to complete the questionnaire, although comments made at the time were also noted and form the basis of a separate mini report for the roadshows themselves.

#### **Outreach work**

A programme of outreach work was delivered by Stockwell Partnership to target some of the harder to engage audiences – the area's large Portuguese and Horn of Africa (people who speak Somali, Tigrayan, Arabic, and Amharic ) communities. Again the summary booklet provided the overview and the questionnaire the focus for feedback. Advocates visited a wide range of venues including:

- Eritrean Muslim Community Association on Wandsworth Road
- Eritrean Saho Cultral Association on Stockwell Road
- Wyvil School
- Several local Children Centres
- Sainsbury's on Wandsworth Rd
- Blue Nile Café on Clapham Rd

- Lamsom (the Somali community centre, based in 13 – 15 Stockwell Road)
- Brixton Mosque
- All Portuguese and Brazilian businesses on South Lambeth Road, Wilcox Close, Albert Embankment and Wandsworth Road between Vauxhall and Wandsworth train stations

Stockwell Partnership was also able to translate the poster and flyer into Portuguese and helped to distribute the bilingual promotional material throughout the Stockwell area.

It should be noted that during the consultation period we had three separate requests for a Spanish language version of the summary booklet. We commissioned a translation through the council's Big Word service and so were able to accommodate these requests.

### **3. Overview of feedback**

#### ***Data analysis***

764 questionnaires were submitted by the closing date – either online or by post. The outreach work, undertaken by Stockwell Partnership was successful in boosting the levels for particular groups particularly Somali and Portuguese residents. This means that where the views of other white groups are shown to be significant they probably represent Portuguese people, similarly, those of Black/Black British origin are likely to be mainly of Somali origin.

All the subgroup percentages quoted are significant at the 10% level / 95% confidence interval. In addition, there are strong correlations within some subgroups, reflecting in the results:

- Black Black/British Africans more likely to be Muslim and rent from the council
- People with school age children more likely to be Non White British
- White British who responded are predominantly owner occupiers

Over half of the questionnaire respondents (400) provided additional information in the free field section of the questionnaire. This has been analysed by theme and the detail is given in section 3.4.

#### ***Overall findings***

In general there was strong support for the 10 statements reflecting the key proposals in the SPD. There was strongest support for improving junctions and crossings and making the area greener (94% and 93% agree respectively). Less than 1% of respondents 'disagree strongly' with either of these statements.

*"These plans sound excellent. The devil will be detail which is why I have refrained from agreeing strongly markings."*

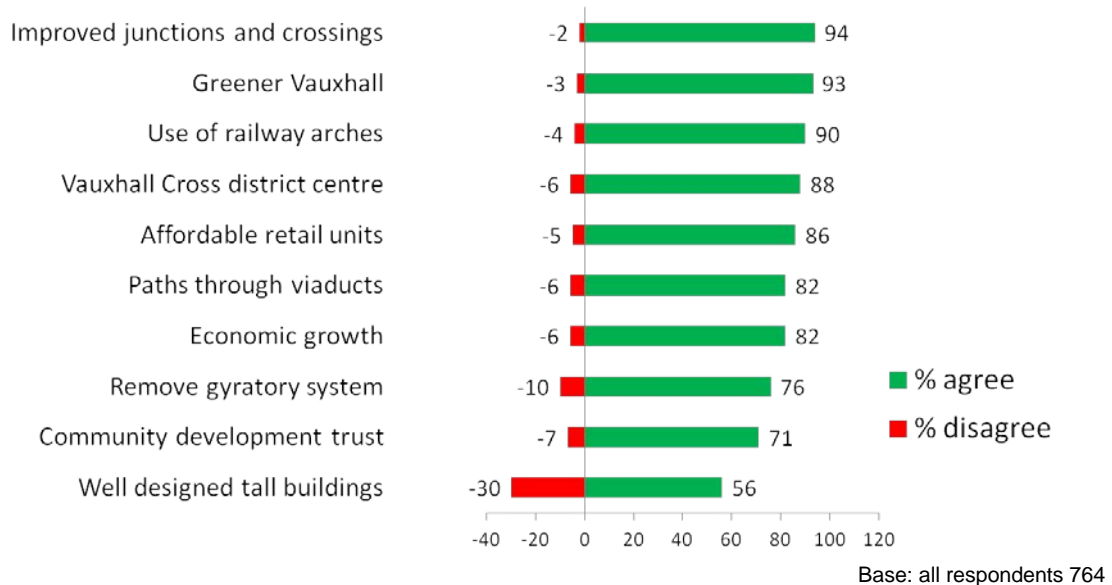
*At present, I only travel to Vauxhall for Sainsburys at Nine Elms/ a monthly one-stop shop. I have no other reason to spend time at Vauxhall. Th[is] proposal may entice me in the future."*

The issue of tall buildings has the least support with only 56% of respondents agreeing with the statement 'Well designed and planned tall buildings can make a positive contribution to Vauxhall'. Non white respondents, those renting from the council, younger people and those not living in Vauxhall were more likely to agree with this statement.

Proposals for a Community Development Trust received the most 'don't know' responses. Taken with some of the additional comments received this suggests that people were not clear about this proposal and needed more information before making up their minds.

*"There is not enough information to say whether the CDT is a good idea or not."*

*The following ten statements reflect some of the key proposals set out in the draft Vauxhall SPD. Let us know whether you agree or disagree with these by selecting the relevant option.*



Within the free field responses there was a desire to ensure development would lead to balanced and mixed communities and a fear that existing communities would be priced out of the area.

*"I would like to point out I do support the Regeneration of the Area but would like to see a mix of Housing in all areas. Especially social afford BLE. Housing not just for the rich pocket"*

Improving the connectivity of the area was very important – particularly for cyclists and pedestrians. Linking existing communities to the river and to the new development was considered important.

*"Opening up pathways to connect residents living on Wandsworth Road to river is essential. At present you have a ""Them and Us"" situation. Open Pascal Street & Hemans Street to allow through access"*

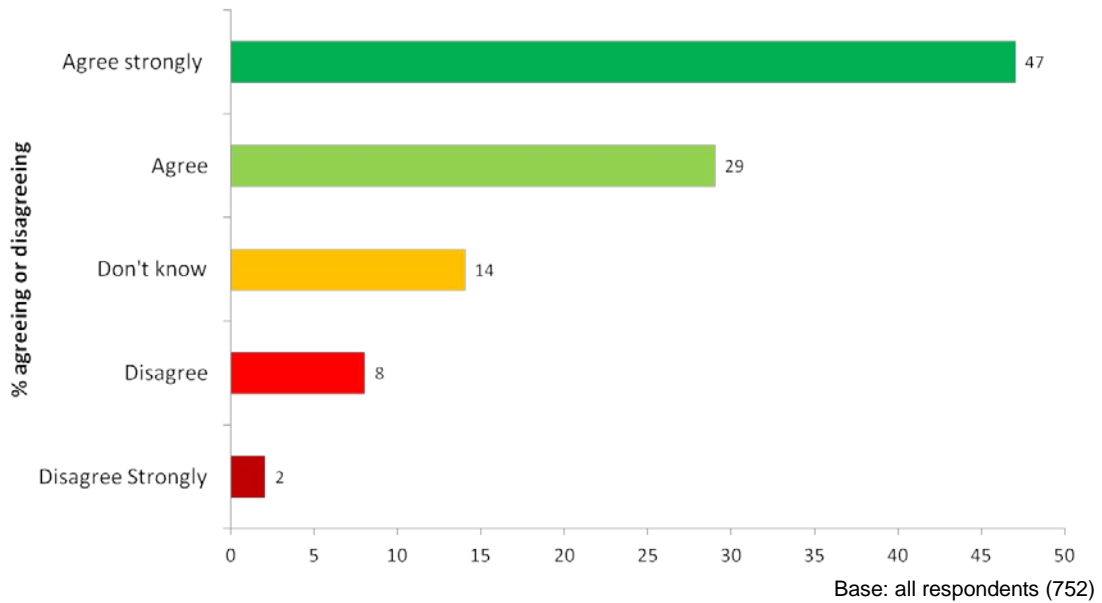
A town centre with a range of independent shops, brand names, and other amenities, was broadly welcomed, and there was a desire to protect the existing local character.

*"High priority is to attract independent affordable shops - it needs a unique identity for local people"*

#### 4. Responses to individual questions

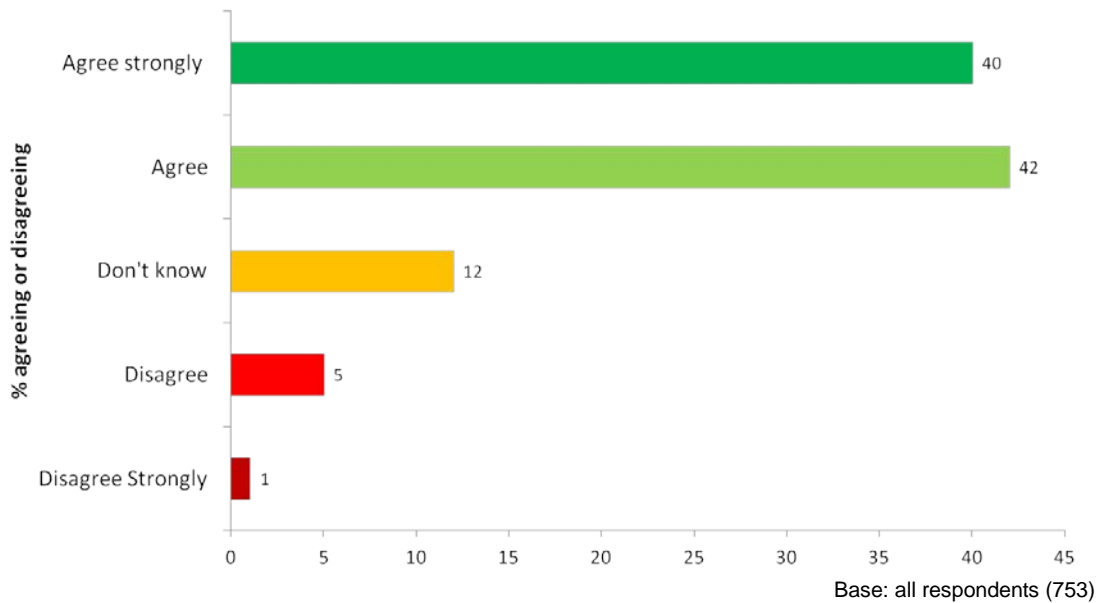
##### 4.1 *"Removing the gyratory and introducing two-way traffic flow is important if we want to create a 'heart' for Vauxhall."*

Muslim respondents were less supportive of this measure (67% agree instead of the overall 76%). People who work outside of Lambeth were more



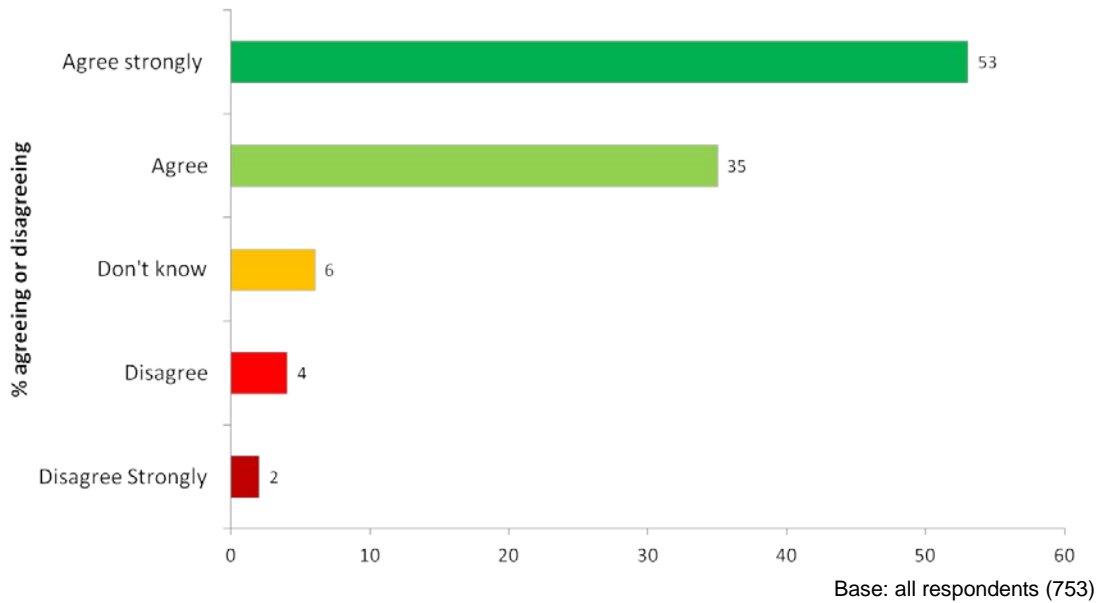
**4.2 “Growth across the Vauxhall Nine Elms area will help the local economy and bring new employment opportunities.”**

Younger people were more in favour of this measure than older people, with 90% of 20 to 29 year olds agreeing, whereas only 75% of 60 to 74 year olds agreed. Christians (87% agree) were more supportive than those with ‘no religion’ (76% agree). This was one of two statements where people who ‘agree’ (42%) outnumbered people who ‘agree strongly’. It was also the statement with which people were least likely to ‘disagree strongly’.



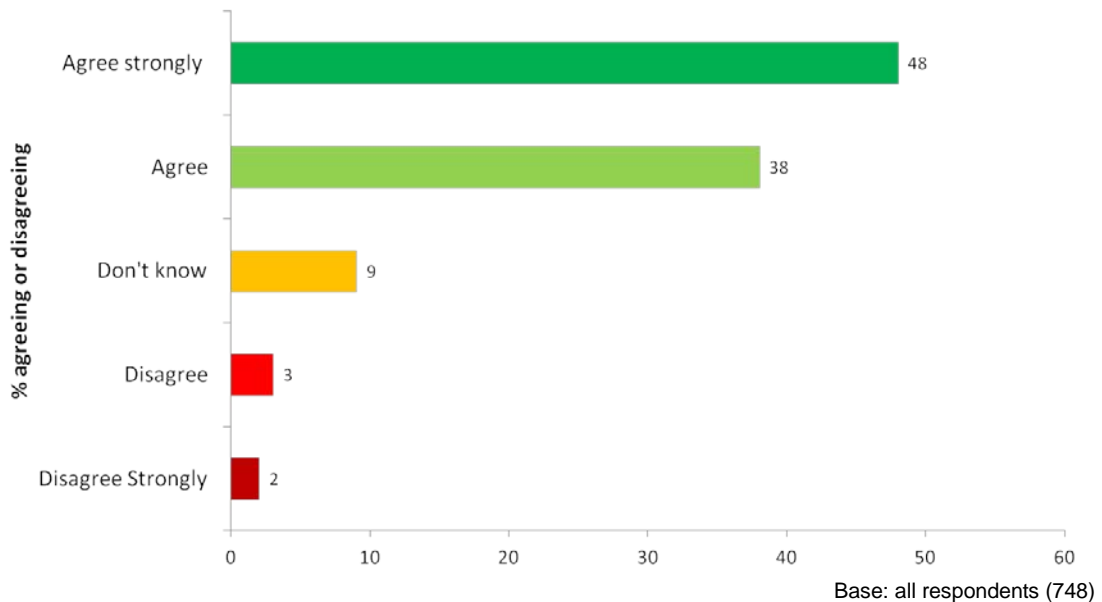
**4.3 “I support the idea for a new district centre at Vauxhall Cross, with a new high street lined with shops, and places to eat and drink.”**

Gay and lesbian respondents were more in favour of this measure, with 95% agreeing. Those who identified themselves as non-British white were also more in favour (93% agree). Black/Black British African respondents appeared less in favour (84% agree) as did those aged 60 to 74 (83% agree).



**4.4 “I would like to see affordable retail units and short-term lets to allow start-ups and new businesses to have a go and to encourage a variety of independent shops.”**

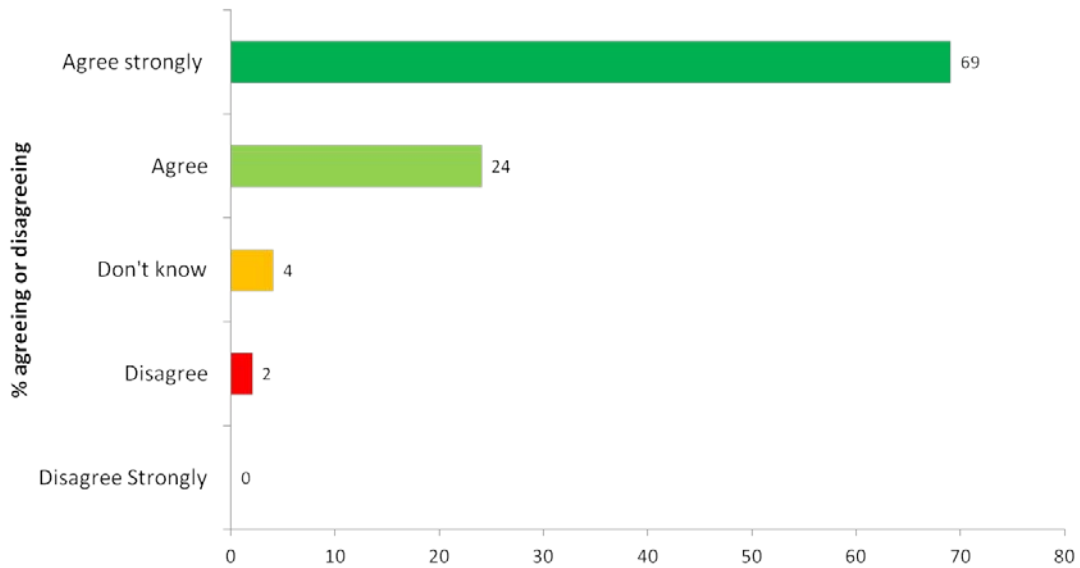
Overall, 86% of respondents agreed with this statement. Those stating they had ‘no religion’, White British people and those without school age children were more likely to agree (90% of each sub group agree). Those who identified themselves as non-British white were less supportive (82% agree) as were Black/Black British African (81%). Muslim’s were least likely to agree (77% agree).



**4.5 “Making Vauxhall greener by connecting existing parks and planting new street trees is really important.”**

This was the second most agreed with statement, with 93% of respondents agreeing overall. It was also the statement with which people were most likely to agree strongly (48% agree strongly) and less than 1% of respondents ‘disagree strongly’. Those stating they had ‘no religion’ and Christians were likely to be more in favour (96% of both agree), whereas Muslims were less likely to be in favour (85% agree). White British people and

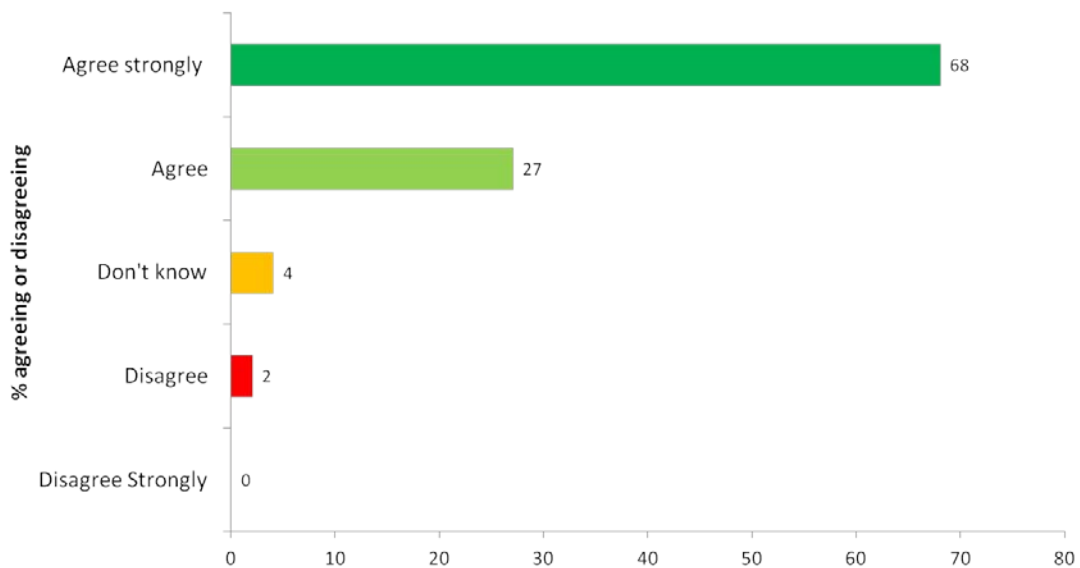
those without school age children were also more keen (96% and 95% agreeing respectively), as were those living in Vauxhall but working outside (95% of both agree). Owner occupiers were more in favour (95% agree) than those renting from the council (88% agree) and those with a long term disability or infirmity were less in favour (87%).



Base: all respondents (753)

**4.6 “I would like to see simplified road junctions and pedestrian crossings placed where pedestrians naturally want to go.”**

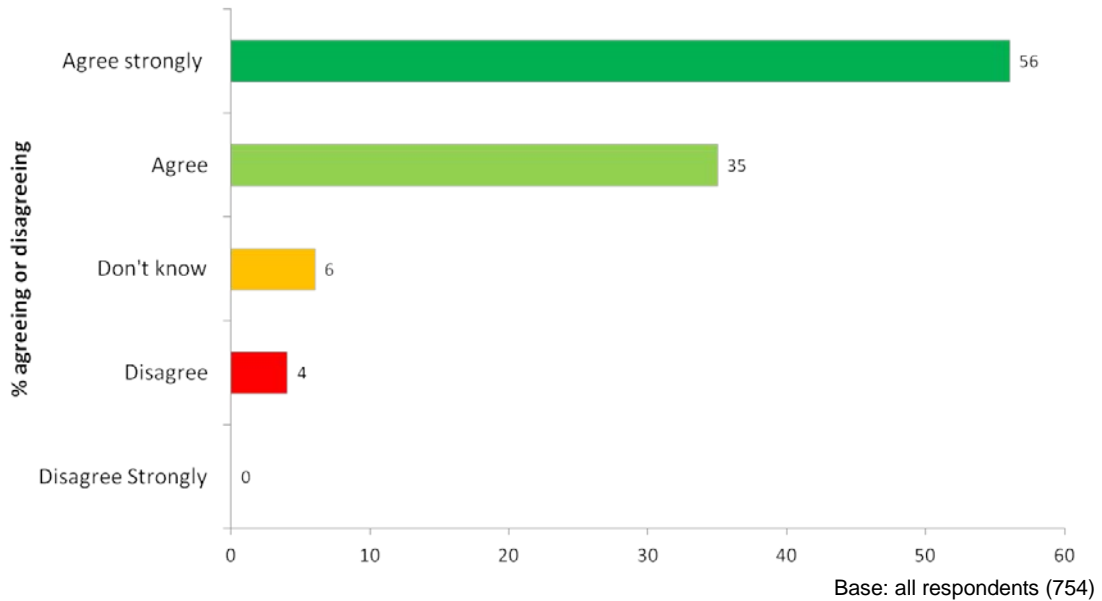
This was the most agreed with statement, with 94% of respondents agreeing overall and less than 1% ‘disagree strongly’. Christians were more likely to agree (96% agree) than Muslims (89% agree). White British people and those of other white background were more in favour (96% agreeing in both cases), while Black/Black British Africans were less positive (90% agree) as were those renting from the council (90% agree). Of those renting from a housing association, 100% agreed. Those with school age children were less in favour (91% agree) than those without (96%).



Base: all respondents (750)

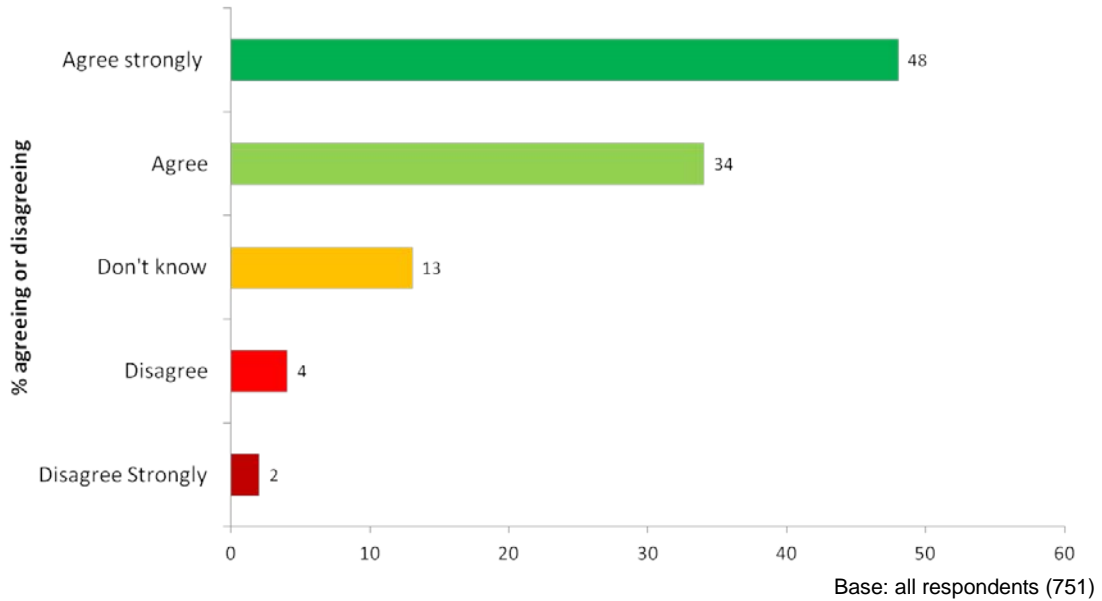
**4.7 “Using the railway arches for small businesses, community and creative uses is a good idea.”**

This was the third most agreed with statement overall (90% agree) and the third statement with which less than 1% ‘disagree strongly’. Those stating they had ‘no religion’ were more likely to agree with this statement (94% agree), whereas Muslims were less likely to be in favour (81% agree). White British people were more likely to be in favour (95% agree), while those of other white background and Black/Black British Africans were less positive (86% and 83% respectively). People renting from the council were the less likely to agree (79% agree), whereas owner occupiers and those without children were the most likely to agree (96% agree).



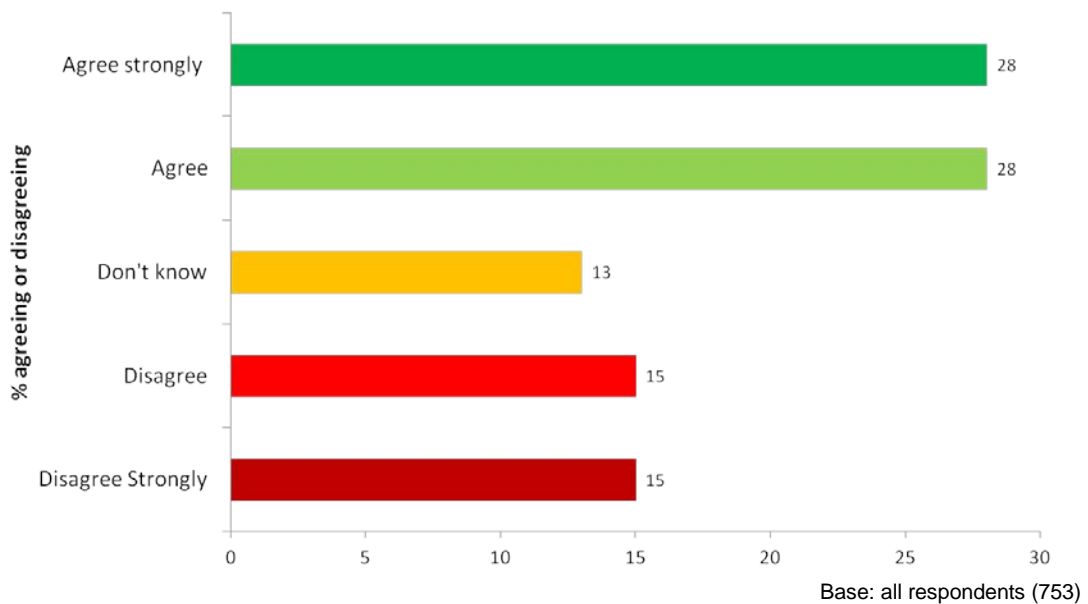
**4.8 “Using some of the railway arches to create pathways through the viaduct will make it easier to get around.”**

Overall, 82% of respondents agreed with this statement. Those respondents identifying themselves as gay or lesbian were more in favour (89% agree), as were respondents stating they had ‘no religion’ and White British people (both 87% agree). Those of other white origin were less positive (74% agree). People working in Vauxhall or other areas of Lambeth were also less positive (76% and 77% agreeing respectively), whereas those working outside Lambeth were more positive (85% agreed). Respondents aged 20-29 were less in favour (75% agree), whereas those aged 45 - 59 are more so (86% agree). Males were also slightly more in favour (85% agree). Overall, 13% of respondents ‘didn’t know’ whether they agreed or disagreed.



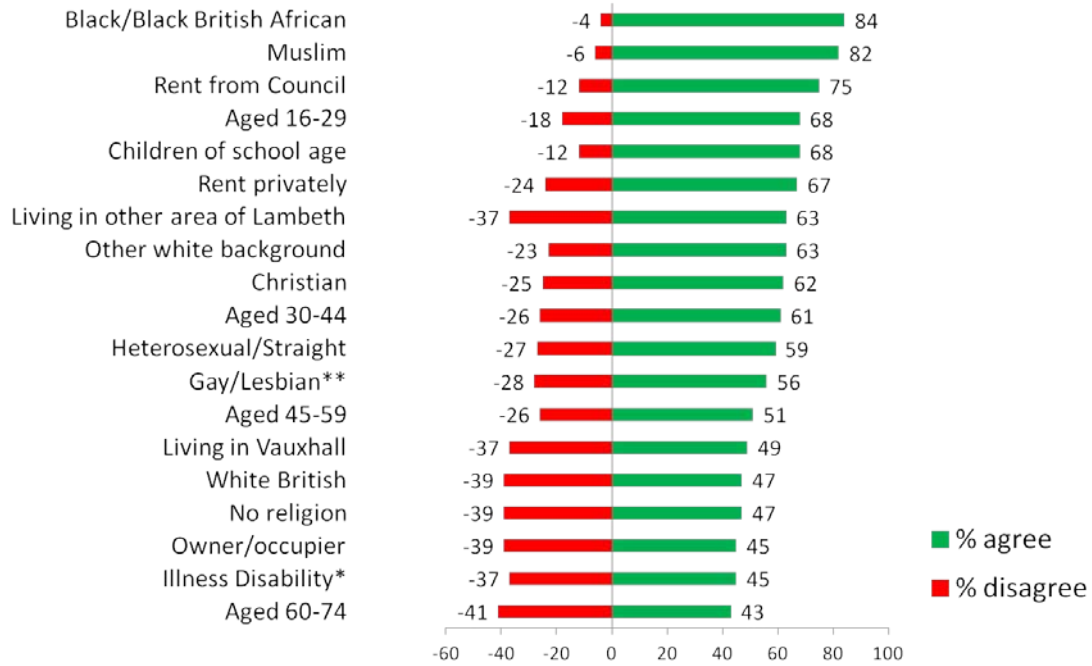
**4.9 “Well designed and planned tall buildings can make a positive contribution to Vauxhall.”**

This statement had the most variation in responses, with 56% of respondents overall agreeing. Those who agreed and those who agreed strongly were equally divided (28% in each case), as were those who disagreed and those who disagreed strongly (15% in each case). Overall, 13% of respondents ‘didn’t know’ whether they agreed or disagreed.



Non white British people and Muslims are more likely to agree with this statement. Those who rent from the council are more likely to agree than those in other housing tenures. There is a trend for younger people to agree. People living in Vauxhall were less likely to agree than people living in other areas of Lambeth.



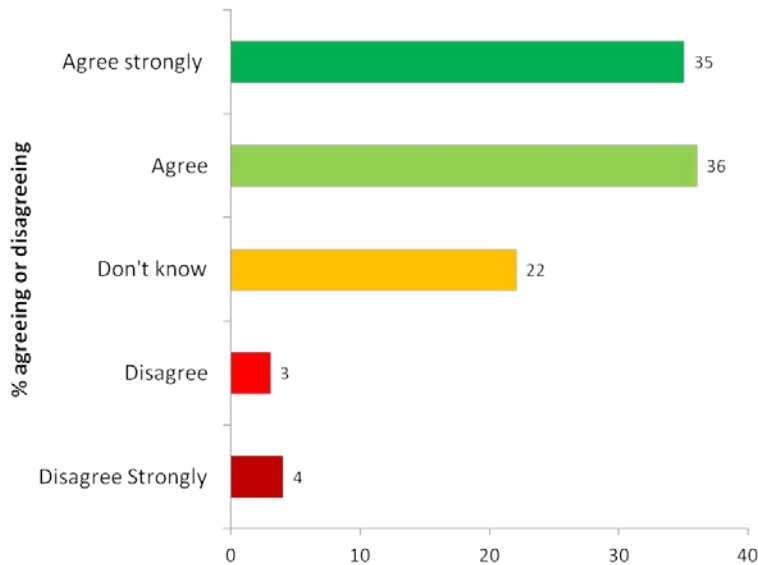


Base: various – those showing significant variation from the average  
 \* % disagreeing not significant difference  
 \*\* not significantly different from the average view

**4.10 “I support the setting up of a Community Development Trust to deliver social and community benefits.”**

Of all the questions, this was the one with the largest number of 'don't knows' (22%). It was one of only two questions where people who 'agree' outnumbered people who 'agree strongly' and the only question where those who 'disagree strongly' outnumbered those who 'disagree'. After the statement on tall buildings, it was the statement receiving least support (71% agree overall).

People living outside Vauxhall but in another area of Lambeth were more likely to agree (77% agree), whereas 65% of those living in Vauxhall and 66% of those working outside Lambeth agreed. Heterosexual/Straight people were more likely to agree (73%) . Black/Black British Africans were more positive (91%) as were Muslims (89%), whereas 65% of White British people agreed. Owner occupiers were less in favour (64% agree), whereas those renting from the council, from a housing association or private landlord were more in favour (85%, 83% and 79% agree respectively).



Base: all respondents (751)

## 5. Other comments

The majority of respondents provided additional comments in the free field section of the questionnaire (400 respondents). These views are explored by theme (in alphabetical order) below.

### 5.1 Community facilities and community benefit

The CDT proposals sparked a number of comments, with five respondents wanting more information, three respondents thinking it wasn't a good idea, and two respondents in favour. There were eight comments requesting community facilities for a range of ages and eight comments specifically interested in leisure/sport activities.

*"[I] Really hope there is a way for these plans to really benefit the existing local community"*

*"Need to know more information on the community development trust - how does this work? have seen CDTs struggle elsewhere in the long term... Also concerned about references to ""community spaces"" - these only were if people are paid to manage them. We already have lots of empty spaces (St georges/Arches) how will these be used? very worried about community cohesion."*

### 5.2 Connectivity (including pedestrians and cyclists)

The largest number of comments was about prioritising cyclists (66 comments). Many of these also wanted to prioritise pedestrians (15 comments) but the bias towards cyclists was likely a reflection of a perceived oversight in the draft SPD.

*"This sounds great - be bold and get on with it, putting people and cyclists first."*

Improving access routes east to west for pedestrians was clearly important and 6 comments specifically talked about communities the other side of Wandsworth Road and the importance of connecting the different communities to each other, and the river. Six comments were in favour of the riverside walk and one of these wanted to see the linear park along the riverfront.

*"Integrating the nine elms riverside with the rest of Lambeth is important. I want to see walkways & paths, I don't want an isolated "luxury area" – it needs to be more accessible."*

Although four comments expressed support for opening up the archways, there were two comments about the practicality of this and impact on existing businesses and three comments warned about the need to have a safe and clean public realm through some of these cut throughs.

*"New public realm schemes must have noncommutable maintenance revenues attached - otherwise we get a repeat of the dirty walk ways under Vauxhall rail station..."*

### **5.3 Economic regeneration**

There were mixed views about what would work re creating a town centre. Some wanted to encourage independent shops (5 comments) and start ups and were in favour of affordable retail suggestions (7 comments). Others warned of non-viable affordable retail (4 comments) or wanted to concentrate on brand names and a larger retail centre (9 comments).

*"I think there should be a balance between independent shops and branches of big stores."*

Seven comments were not in favour of the high street proposals (5 of these because of its location at Vauxhall Cross). Three comments wanted to see a better relationship with other local retail streets so that they could benefit.

*"The proposals will naturally result in a much busier, more vibrant district, attracting visitors to the area, meaning local shops will not need to rely solely on local residents to survive. The area known as 'Little Portugal' should also benefit. Visitors will hopefully be attracted to the existing cafes and resaurants along Sth Lambeth."*

Away from retail, two comments were to promote manufacturing, one comment was for more studio space for artists and designers and another was for more nightlife. However, three comments expressed concern at the current nighttime economy.

Six comments related to improved training and access to jobs, particularly permanent jobs.

*"Residents need the right. training and qualifications to access job opportunities - evidence from previous regeneration/programmes suggested that performance is mixed"*

### **5.4 The gyratory**

The majority of people were in favour of re-working the gyratory system and prioritising the pedestrian and cyclist experience. However, a number of people expressed concerns about how this would work in practice and were keen that any changes didn't negatively impact the bus interchange or traffic flow in the area.

*"I think that is 'pie in the sky' to abolish gyratory when future traffic flows will only increase."*

*"I am very exciting about what is going on in Vauxhall. Please do something for the gyratory asap!"*

*"Make sure there is enough room and space for the buses. I hate the gyratory but really appreciate the transport Links, and with more people we'll need it"*

Seventeen comments were strongly supportive of addressing the gyratory, however people were also concerned about congestion and some of this was about increased congestion if the gyratory was changed (13 comments). Nine comments wanted the

gyratory to remain as it is and 16 comments expressed support for the bus station, the bus interchange or the canopy itself.

Twelve comments wanted to see action to reduce traffic, two comments suggested changes to the congestion charging zone and one suggestion was for restricting heavy vehicles.

### **5.5 Housing**

There were a large number of comments in favour of creating mixed and balanced communities. At least 20 respondents specifically talked about affordable housing, with many of these preferring social rented.

*"The success of the VNEB and other developments will depend on successfully linking existing communities such as ours to new ones created in the VNEB and nearby."*

*"I would very much like to see a revived Vauxhall Cross area - with high street. But a group of tall buildings with flats, sold to far East, absentee owners will not achieve this. we need affordable housing"*

*"Much more social housing needed or it will become a yuppie ghetto"*

People were also concerned that new homes were for living in and not investment (7 comments). One respondent wanted to make sure new homes were wheelchair standard and sustainable – both energy and water efficient.

*"The new residential developments should be for people working in London and not "investment opportunities" for people living abroad. The liveliness will be generated by residential Londoners."*

*"Have wheelchair standard properties in new housing - across tenures, Build in sustainable/renewable energy solutions and make buildings water-efficient as well as energy efficient. Create good quality cycling paths lots of green space please."*

### **5.6 Parks and open spaces**

There were comments from 48 respondents on this subject. Most were concerned about the provision of green space and wanted more (24 comments). Two respondents supported a new Tyers Street linear park. The proposed linear park was mentioned by seven respondents – two were in favour, one unclear and two felt it was insufficient. There were two suggestions for the linear park to be rerouted along the river.

*"I was disturbed at the lack of green space included in the development of all the high rise buildings. Too much effort is being used on the buildings and not on the space for people and children to play. There was lip service to a green link going through the development but it is not enough. There are no large areas, on the ground, for football, tennis or just run around places for children to play."*

Improving existing parks was mentioned by eight respondents. More generally, three comments were for larger green areas (e.g. for football) and three comments expressed concerns that spaces proposed were not 'public' but 'private' spaces.

### **5.7 Protecting local character**

There were 26 comments received on the subject. Many expressed a general concern that the quantity of new development would swamp the 'old'. Some comments were more specific - 10 of these referred to protecting the area's gay identity (nightlife, bars, gay-friendly atmosphere), three referenced the Portuguese community and two wanted to preserve the historic buildings.

*"The gay friendly feel of Vauxhall should not be lost, but should be embraced in these changes. It makes Vauxhall an attractive destination both during the day and night."*

### **5.8 Public transport**

Respondents were clear that transport capacity had to be increased to support the existed level of development. Many respondents were sceptical about the Northern line extension (which is subject to a separate TfL consultation) and others wanted to see improvements to existing stations, a tram or an alternative tube route.

*"The current transport links are already overstretched at busy times, so an expansion in population can only make things wor[se]."*

The NLE attracted a number of comments – 16 expressed concerns about the proposal, 4 suggesting a tram or an alternative route. 6 comments were supportive of NLE. With regards to the existing tube service, 3 comments wanted Kennington station to be in zone 1. 2 comments wanted a more accessible Vauxhall Station – one specifically asked for the southern entrance to be open 24/7. A further 2 comments wanted more public transport.

### **5.9 Tall buildings**

The height and density of development was probably the most contentious issue and divided opinion and there were 79 comments on this subject.

Just over half (43 comments) were opposed. Some respondents wanted to qualify tall development - limiting heights further in general (1 comment for a max of 100m), east of the railway line (2 comments) or along Albert Embankment (3 comments); keeping tall development to a minimum; respecting GLA guidelines or insisting on more open space to compensate. Those opposed to taller buildings most often cited wind and over shadowing as their primary concerns. Some were more philosophically opposed to the height and the high density development it signified.

*"Tall buildings should be encouraged to free up ground level space for local amenity use, however the tall buildings must be designed to a very high standard and wind tunnelling studies must be done since Vauxhall, and especially the junction with Nine Elms Lane can get incredibly windy"*

*"I find tall buildings oppressive – they do not exist to help/benefit the community, merely as a sign of wealth & greed \$\$\$\$ ..."*

There were 17 comments about the importance of good design and some of these expressed concerns about existing design. Eight respondents were in favour of tall buildings.

*"Please make sure the architect[s] are creative and exciting..."*

*"Vauxhall shouldn't be afraid of tall buildings...The population density that more towers (such as the Sky Gardens and Market Towers) will create will drive the creation of new businesses in Vauxhall. Without people, businesses will not come and it is the population density that towers will create that will make Vauxhall an exciting place to live. Build up...as high as we can."*

### **5.10 Safety**

The biggest additional area of concern was community safety, with over 15 comments specifically mentioning safety and a further four comments linked to lighting and maintenance of footpaths.

*"Crime is the biggest issue in the area we need more cctv cameras and police presence"*

**5.11 Social infrastructure**

There were 22 comments received regarding supporting infrastructure. The priority according to the comments received was for new schools, both primary and secondary (16 respondents mentioned schools). The other common request was for more medical facilities (GPs, dentists or medical centres – 8 respondents).

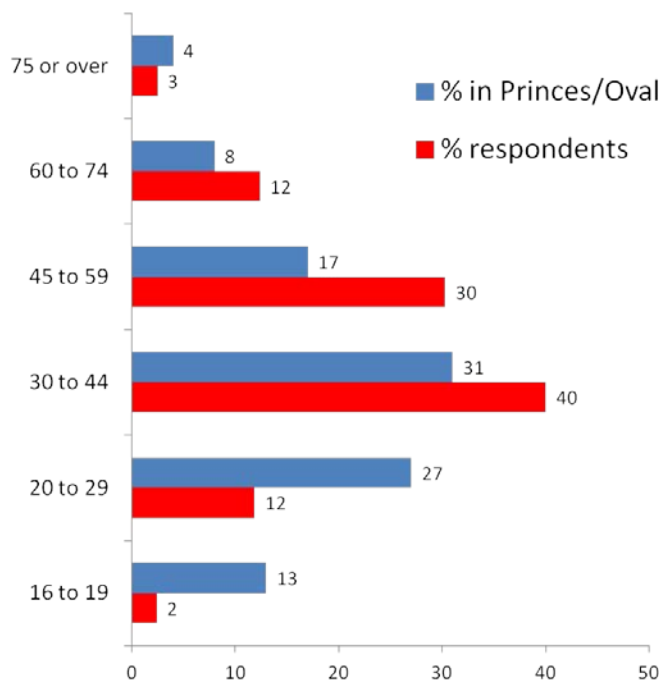
*"Please do not lose sight of the need for schools, medical facilities and other amenities."*

*"over 3000 new homes but no mention of new schools or additional school places - where will the children of the families go to school: need clear plans now an school expansions"*

**6. Participation and evaluation**

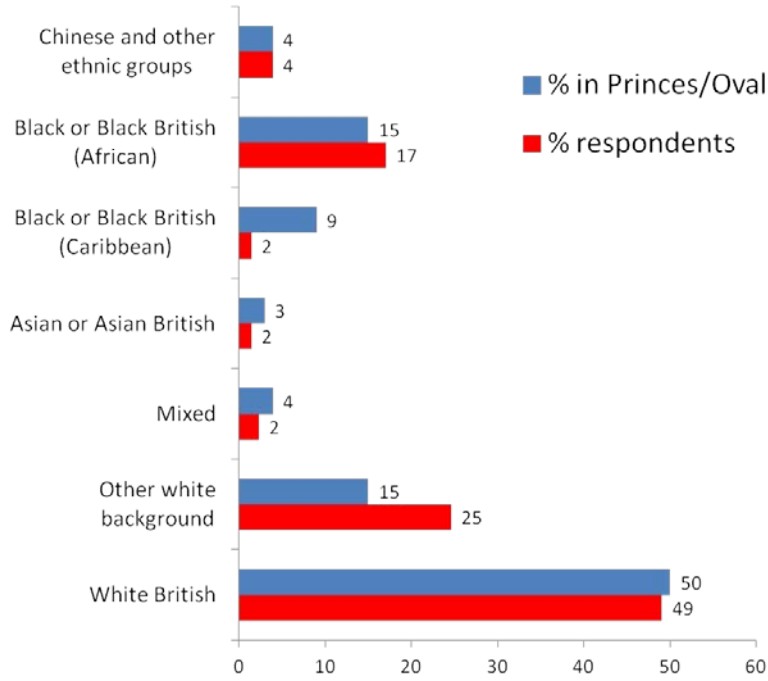
One of the aims for the consultation was for respondents to represent the demographic of the area covered by the SPD. For comparison we have used 2001 demographic data for Prince’s and Oval wards – the SPD area covers parts of both these wards. For the following analysis we compared all respondents with the baseline of Prince’s and Oval ward demographic data, however it should be noted that not all respondents lived in these wards.

The sample differs from the age profile of the area in terms of over representing people age 30 to 74 and under representing younger people age 16 to 29. In total 110 people under the age of 30 completed the questionnaire.



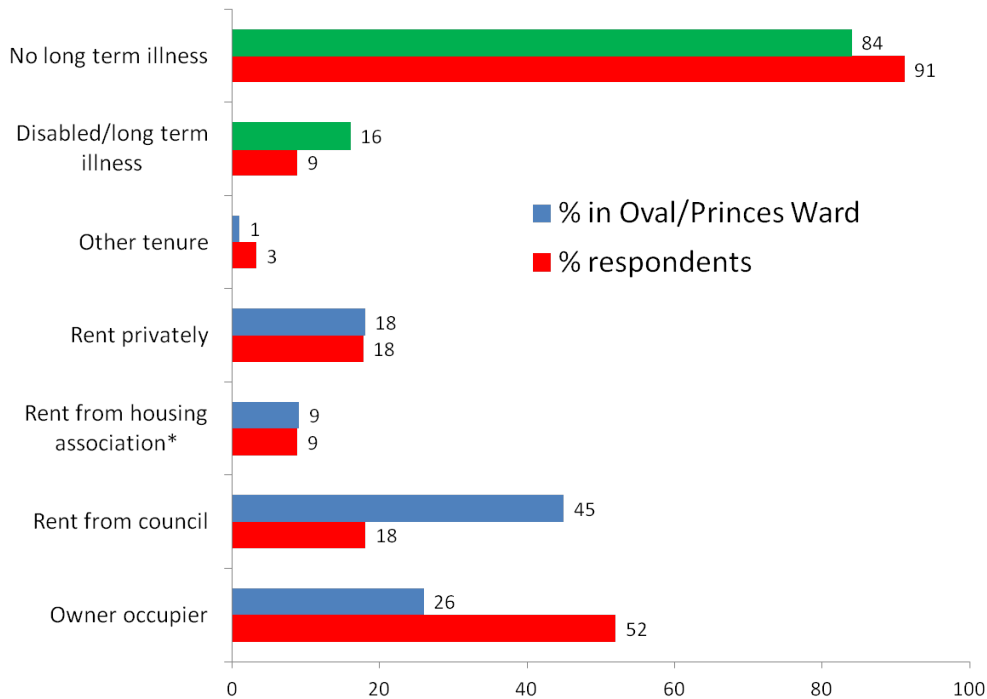
Base: all respondents (750)  
Ward data – Census 2011

The sample is underrepresented in terms of Black/Black British Caribbean People and overrepresented in terms of those from ‘other white background’. Although it should be noted that the only data available was from 2001 so this may now be out of date. The outreach work can be said to have boosted the ‘other white background’ and Black/Black British African response rates.



Base: all respondents (732)  
Ward data – Census 2001

The sample is slightly underrepresented in terms of people with a disability/long term illness and there is a big disparity between owner occupiers and those renting from the council.



\* In census is described as 'other social rented'  
Base: all respondents (736 tenure, 713 illness/disability)  
Ward data – Census 2001

No baseline data was available for members of the Lesbian, Gay, Bisexual and Transgender community but 119 respondents (17%) identified themselves as gay, lesbian or bisexual and 549 (80%) as heterosexual or straight. The area's strong gay identity and the roadshow at the Royal Vauxhall Tavern are likely to have influenced this response rate.

Just under half of respondents (43%) lived in Vauxhall and about half (49%) lived in Lambeth.

In general, there seemed to be quite different views between White British and Black/Black British respondents, older and younger people and those with or without children (although the last group to be treated with caution as strong correlation with ethnicity).

There was some indication that the younger people were the more in favour they seemed to be of a new district centre at Vauxhall Cross and the more likely they were to agree that 'well designed and tall buildings can make a positive contribution to Vauxhall'. Older respondents, White British respondents and owner-occupiers seemed to have more reservations about tall buildings.

White British respondents and owner-occupiers were more in favour of greening Vauxhall and making use of the railway arches. Black/Black British respondents were less in favour of these statements and less concerned about improved crossings or affordable retail.

Non-British White respondents and were more likely to be in favour of the district centre proposals but not so in favour of the affordable retail proposals as White British respondents.

The outreach work succeeded in boosting the response rates of white non-British people (largely through Portuguese community outreach work) and Black/Black African British (largely through Somali community outreach work).